DOCUMENT RESUME

ED 221 694 CE 033 769

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TITLE A Comparison of Entry Level Skills in Private versus Non-Profit Allied Health Occupations in Burlington County. Final Report, 1981-1982.
INSTITUTION Burlington County Coll., Pemberton, N.J.
SPONS AGENCY New Jersey State Dept. of Education, Trenton. Div. of Vocational Education and Career Preparation.
PUB DATE 82
NOTE 76p.

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS *Allied Health Occupations Education; Community Colleges; Educational Needs; Employee Attitudes; *Employer Attitudes; *Employment Potential; *Employment Qualifications; *Entry Workers; *Job Skills; Two Year Colleges; Vocational Education
IDENTIFIERS New Jersey (Burlington County)

ABSTRACT

A study was conducted to gather and analyze data that would identify entry-level positions, personal criteria needed for employment, and any differences or similarities between large and small, private and non-profit allied health facilities, which offer numerous job classifications that relate to certificate and associate degree programs offered by Burlington County College (New Jersey). The college's Office of Research, Planning and Development; the job placement services; and the health counselor participated in identifying allied health agencies, designing the survey instrument, and scheduling interviews. Data analysis indicated that, aside from specific licensing and certification requirements, job titles and skill requirements vary among institutions. No significant differences, however, were found to exist between small and large, private and non-profit facilities regarding skill and employee attitude preferences. However, differences between employers' published requirements and actual skill and attitude preferences were found to be significant, especially in the areas of personal appearance, communications skills, and behaviors. Students and instructors need to be aware of these preferred abilities to prepare for interviewing, initial employment, and job retention. (Author/KC)

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#SREG218
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ED221694

FINAL REPORT

A COMPARISON OF ENTRY LEVEL SKILLS IN PRIVATE VERSUS NON-PROFIT ALLIED HEALTH OCCUPATIONS IN BURLINGTON COUNTY

1981-1982

Burlington County College
Pemberton/Browns Mills Road
Pemberton, New Jersey 08068
609-894-9311

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This project reported herein was conducted pursuant to a contract from the New Jersey Department of Education, Division of Vocational Education and Career Preparation. It was funded under Section 131 of Public Law 94-482.

Project Duration:

September 1, 1981
Beginning Date

June 30, 1982
Ending Date

The Contractors undertaking this project were encouraged to express fully their judgments in professional and technical matters. Points of view or opinions do not, therefore, necessarily represent official funding agency positions or policies.

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IDENTIFICATION NO. 39-6410 AMOUNT FUNDED

FUNDED UNDER SECTION OF P. L. 94-482

PROJECT TITLE: A Comparison of Entry Level Skills in Private Versus Non-profit Allied Health Occupations in Burlington County

LEGAL NAME OF APPLICANT DISTRICT, INSTITUTION OR AGENCY: Burlington County College

ADDRESS: Pemberton/Browns Mills Road

Pemberton, New Jersey 08068

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(Area Code)

ABSTRACT

DESCRIPTION OF PROJECT

(Use this sheet and no more than one other to type in single-spaced form a statement of project objectives, procedures that were followed, state and local priorities emphasized and the expected contribution of the project to vocational education.)

This study responded to the New Jersey Department of Education priorities in A. 1, applied research and development in vocational education with relevant correlation to B. 3, research and experimental projects designed to determine entry level skills for various occupations.

The object of this research was to gather and analyze data that would identify entry level positions, criteria needed and preferred for employment, and any differences and/or similarities between large and small, private and non-profit allied health facilities which offer numerous job classifications that relate to Certificate and AAS programs offered by Burlington County College. Any facility with a budget over $10,000,000 was considered large.

The Project Coordinator directed the services of the College's Office of Research, Planning, and Development, the Job Placement Services Coordinator, and the Health Counselor in identifying participating allied health agencies, designing the survey instrument, and scheduling interviews. The Chairperson of the Division of Educational Evaluation and Development analyzed the data.

Data analyses indicate that, aside from specific licensing and certification requiremer job titles and skill requirements vary among institutions. No significant differences exist between small and large, private and non-profit facilities regarding skill and attitude preferences. However, differences between employers' published requirements and skill and attitude preferences are significant, especially in areas of personal appearance, communications skills, and behaviors.

Students and instructors need to be aware of these preferred abilities to prepare for interviewing, initial employment, and job retention.

ACKNOWLEDGEMENTS

I appreciate the support and participation of the staff, faculty, and administration of Burlington County College, especially the following personnel:

Patricia Barnes, Health Counselor

Anne Boldt, Office of Research, Planning, and Development

Joy Hughes, Chairperson of the Division of Educational Evaluation and Development

Fred Takacs, Office of Research, Planning, and Development

Kathy Wasson, Placement Office

P. J. Weiss, Secretary, Division of Arts and Humanities

I also appreciate the gracious participation of the following allied health facilities in Burlington County:

Briarwood Medical Center

Burlington County Memorial Hospital

Deborah Heart and Lung Center

Delaware House

Family Service of Burlington County

Group Home/Adolescent Treatment Unit

Levitt Parkway Medical Center

Medford Leas

New Routes

Public Health Nursing Association

Rancocas Valley Hospital

Walston Army Hospital

Zurbrugg Memorial Hospital

I especially appreciate the counsel of the Advisory Committee:

Ann Boldt, Assistant: Planning/Development, Burlington County College

Douglas DeVoll, Associate Dean for Student Development, Burlington County College

Sergius Gembal, Administrator, Deborah Hearth and Lung Center

Larry Hunt, Pemberton Township Director of Youth Services

Catherine Renshaw, Director, Public Health Nursing Association of Burlington County, Inc.

Mary Wells, Director, Family Service of Burlington County

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II. TEXT

A. Introduction

1. Problem

Annually Burlington County College, an open-admissions institution, admits a number of students who are unprepared to compete successfully in rigorous career programs. Some of these students are recent high school graduates who have limited realization of the skills they need to enter the job market; others are mature adults, especially women, interested in preparing to enter the job market for the first time or to develop new skills for re-entry. Despite their maturity and experience, they, too, are uncertain about academic, technical, and personal skills they need to develop to prepare for employment.

Many students, especially those in the College Skills Program, not only have deficiencies in academic and technical skills but, despite the fact that they have chosen to enroll, they evidence negative attitudes toward school and instruction. Because their previous educational experience has frequently been less than successful, generally they lack self-confidence and motivation to succeed. The College Skills Program addresses these needs in a specially designed format of courses that has proved successful in building self-image and academic skills, but many times students do not readily see the relationship between their growing competencies and their entry in the working world.

The more mature students, especially women, believe that they have academic and technical skill deficiencies whether they do or not, yet they are usually highly motivated to succeed. Because they have been absent from the classroom for some time, they are unsure about their acceptance by other students, and they question whether or not they can

manage course work. However, because of their maturity and experience, they are prepared to question the relevance of materials and seek specific information about skills they will need to gain employment.

Thus it is important that students who will be looking for jobs know on what criteria they will be selected for job entry. Knowing the criteria will increase motivation in developing appropriate skills and learning more about career choices. Recognizing that they possess some of these skills should build self-confidence. Identifying more specifically criteria for job entry will also enable instructors in academic and technical programs to develop learning activities that relate more closely and concretely course work and employment fields.

Research indicates, however, that these criteria may differ depending on the entry level classification. They may differ between non-profit and private industry; they may differ in what the employers say is required and what is actually preferred; they may differ between cognitive and/or psychomotor and affective skills. Both instructors and students in vocational education programs should be aware of these criteria and differences in emphases to stimulate motivation, modify curriculum, and develop up-to-date job seeking and retention skills.

2. Objectives

The object of this research was to gather and analyze data to produce the following outcomes:

a. A list of entry level positions available in selected Burlington County non-profit and private allied health organizations;

b. A relationship between knowledge, skills, and competency requirements and stated entry level positions;

c. A relationship between knowledge, skills, and competency preferences and stated entry level positions;

d. An identification of similarities and/or differences between non-profit and private employers;

e. An identification of similarities and/or differences between large and small employers;

f. Publication of data analysis to share methods and results of the study with instructors and students in vocational educational programs as well as participating agencies.

B. Body of Report

1. Procedures Used

For data study regarding required and preferred skills for entry-level positions, this research project focused on allied health facilities in Burlington County because the 1978 edition of Occupational Employment Projections--1985--for New Jersey and its Major Labor Areas forecasts employment growth potential greater in this area than other areas included in the survey. Allied health facilities could be divided into private and non-profit institutions as well as size on the basis of budget. For the purpose of this study, any facility with a budget over $10,000,000 is considered large.

The following tables classify Burlington County health facilities which participated in the study. Table 1 specifies private and non-profit institutions. Table 2 identifies small and large facilities according to budget.

Table 1

Private	Non-Profit
Zurbrugg Memorial Hospital	Burlington County Memorial Hospital
Rancocas Valley Hospital	Walston Army Hospital
Levitt Parkway Medical Center	Deborah Heart and Lung Center
Briarwood Medical Center	Medford Leas
	Family Service of Burlington County
	Delaware House
	Group Home/Adolescent Treatment Unit
	Public Health Nursing Association
	New Routes

Table 2

Large	Small
Burlington County Memorial Hospital	Levitt Parkway Medical Center
Walston Army Hospital	Briarwood Medical Center
Deborah Heart and Lung Center	Family Service of Burlington County
Rancocas Valley Hospital	Delaware House
Zurbrugg Memorial Hospital	New Routes
Medford Leas	Group Home/Adolescent Treatment Unit
	Public Health Nursing Association

Mr. Fred Takacs of the College's Office of Research, Planning, and Development and Mrs. Patricia Barnes, Health Counselor, designed the appended survey instrument to provide for responses from not only smaller facilities but also, within larger institutions, from departments which might employ Burlington County College students enrolled in appropriate Certificate and AAS degree programs. The survey included possible entry level positions and space to document related skills requirements in medical, clerical, business, physical plant, computer, and food service and housekeeping areas. (See Appendix A.)

Questions regarding use of character references and educational background, standard to applications for employment, were also included. The final page of the survey provided for response to a number of communication skills, tasks, and attitudes that employers might identify as relevant to prospective employees being hired initially.

Mrs. Patricia Barnes, the Health Counselor, working with Ms. Kathy Wasson from the Placement Office, arranged interviews with personnel in the medical facilities listed above. Mrs. Barnes explained the project as a research grant from the Division of Vocational Education of the New Jersey Department of Education and requested a personal interview with the Project Coordinator, Mrs. Phyllis Pickens. All facilities graciously agreed to participate.

In small facilities, the Project Coordinator, Mrs. Phyllis Pickens, spoke with the office manager or director. In large facilities, she spoke not only with directors of personnel but also department heads. Thus data collection expanded to provide comparisons between specific areas as well as general overviews.

During the interview, Mrs. Pickens explained the purpose of the study as a research project funded by the Division of Vocational Education of the New Jersey Department of Education to affirm Mrs. Barnes' initial contact. She asked employers to provide some information regarding the facility and then to identify entry level positions, not only as those available to persons seeking a job for the first time but also by specific job title. For each entry level position she requested information regarding specific skill requirements. She continued with questions regarding applications of character references and educational background and requested responses to communications skills and attitude preferences. Finally, she asked employers to indicate any requirements or preferences which the survey omitted.

When the entire interview schedule was completed, Mr. Fred Takacs organized the data for initial batch processing according to previously described categories, large and small, private and non-profit, as well as categories within positions determined from the interviews. Ms. Joy Hughes, Chairperson of the Division of Educational Evaluation and Development, analyzed the data.

2. Findings

In every division of entry level positions, job classifications and titles differed among the allied health facilities, expanding the number of items listed in the survey instrument. The expanded list and skill requirements indicated during the interviews follow. These are responses to inquiries of the first section of the survey document:

Which of the following types of entry level positions are available at this institution? List any specific skills that are important to each.

Area	Job Title	Skill Requirements
Medical	Mental Health Aide	Know human behavior, psychopathology, interpersonal relationships
		Direct group process for daily living, work entry, self identity, peer relationships, dealing with authority
		Be open and enthusiastic
	Child Care Aide	May be A. A.
		Professional experience preferred
	Community Health Aide	Work in clinic and manage records under supervision of Public Health Nurse
		Communicate in reading and writing
	Home Health Aide	Relate to people
		Receive in-service training for telephone communication
	Nurse Aide	Certified from hospital or school or have hospital experience
		or
		Bedside care and basic clinical skills; no in-service training
		or
		New Jersey certification; complete ninety-hour course within six months; in-house training with previous experience preferred; heavy manual work so physical dexterity required

Area	Job Title	Skill Requirements
Medical	Nursing Assistant	Knowledge and skills to take samples, change dressings, manage medical supplies, follow written and oral instructions or High school diploma desired; basic nursing skills; clinical skills preferred so educational background considered; may be graduate practical nurse (GPN)
	Certified Alcoholism Counselor	Pass Civil Service test; Professional Association certification; practicum
	Licensed Practical Nurse	State certification and license; relate to people; clinical skills: take samples, give medication; pass clinical part of pharmacology test; follow written and oral directions
	Senior Lab Clerk	
	Technician	State certification and license
	Technologist	State certification and license
	U. S. Army, GS 4	Skills to perform lab tests; serology and hematology
	Medical Records Librarian	May not be entry level
	Medical Records Administrator	B. S. and certification
	Medical Records Clerk	Clerical skills

Area	Job Title	Skill Requirements
Medical	Physician's Assistant	
	Physical Therapist	R. N. required; lab skills necessary
	Tutor	
	X-ray Technician	Lab skills required; work with insurance forms; typing
	Graduate Nurse (G. N.)	
	Registered Nurse (R. N.)	Licensed; B. S. desirable for management; special skills as in I. C. U. (Intensive Care Unit) helpful
Clerical	Secretary	May not be entry level Work with insurance companies, attorneys, doctors and handle correspondence or File, answer telephone, schedule appointments; know services in the county or Math and typing skills; telephone manners; good relations with people or Typing, filing skills; dictaphone and stenographic abilities; or High school diploma; typing

Area	Job Title	Skill Requirements
Clerical	Secretary/Receptionist	No typing
	Clerk Typist	High school diploma; typing skills
	Transcriber	
	Transcriptionist	Typing
	Senior Clerk/Stenographer	Typing; shorthand; bookkeeping
	Clerk	Transcribe cassettes; type letters and reports; know medical terminology
	Medical Records Clerk	May not be entry level
		File, type, code computer sheets; medical background helpful
	Lab and Clerk/Secretary	
	Patient Master File Clerk	Admit and discharge patients
	Outpatient Clerk	One-day surgery clinic; pull floor charts; file
	Correspondence Clerk	Memos, letters, reports for attorneys and patients
	Analyst Clerk	Organize and check charts
	Control Clerk	Maintain charts
	Coders and Abstractors	
	Audit Clerk	Mainly work with physicians
	Billing Clerk	May not be entry level
		May be work study to do posting; record transfers; telephone contact for accounts payable; business math

Area	Job Title	Skill Requirements
Clerical	Receptionist	Personable; flexible; patient; discreet; type and file; schedule client and hospital appointments; understand facility's services; pleasant telephone manners; switchboard
	Switchboard Operator	Previous experience preferred
	Clinic Clerk	Keep records; files, statistics; computation skills; schedule appointments; relate to people
	Nursing Services Clerk	Type; telephone manners; keep time book; relate to clients and staff
	Birth Certificate Clerk	
	DRG Log Clerk	
	Emergency Clerk	
	Private Outpatient Clerk	
	Admitting Clerk	
	Credit Clerk	Good math aptitude; previous hospital experience preferred
	Inventory Clerk	
Business (See also clerk job titles.)		
	Office Manager	May not be entry level
		Monthly billing duties; keep records; answer phone; order supplies; schedule personnel

Area	Job Title	Skill Requirement
Business	Accountant	Bookkeeping; quarterly reports
	Accounting Technician	Know bookkeeping and accounting terms and techniques
	Cashier	
Physical Plant	Custodian	Often employed through outside contract or Building and groundskeeping; make minor plumbing and electrical repairs; recommend maintenance
	Morgue Deiner	High school diploma; assist with autopsies
	Maintenance Helper	General maintenance skills in electricity, plumbing, and carpentry; reading and writing essential; state licensed in specific areas like boiler operators
	Driver	Good driving record; general maintenance skills
	Journeyman Mechanic/Helper	
	Medical Equipment Technician	
	Security	In-house training; know facility's services
	Dispatch	Transportation for patients and supplies
Food Service/ Hospitality	Dietician	Not often entry level; B. S.; Registered Dietician; A. D. A. plus internship

Area	Job Title	Skill Requirements
Food Service/ Hospitality	Cook or Cook/Helper	High school diploma; experience sometimes preferred; in-house training
	Dishwasher or Potscrubber	High school diploma not required; willingness to serve
	General Cafeteria/Kitchen Worker	High school diploma; tray line duties; reading and writing skills
	Laundry and Linen Supervisor	High school diploma; know hospital practices
	Diet Clerk	
	Linen Aide	
	Attendant	
	Linen Attendant	
	Housekeeper	In-house training
	Head Housekeeper	
Additional:		
Nursing	Registered Nurse	Board licensed
	Graduate Nurse	
Social Services	Social Worker	B. S. or M. A.
	Patient Representative	R. M. or B. S.
	Alcohol Counseling	Psychologist

The second section of the survey document focused on character references:

2. Are character references usually contacted when considering candidates for employment at entry level positions?

46% 1. Yes 54% 2. No

Additionally, of those who responded no, 50% request character references from a personnel department, and 29% check business and/or professional references.

The third section of the survey document focused on educational background.

3. Is educational background considered when hiring prospective employees at entry level positions?

85% 1. Yes 15% 2. No

The relevancy of educational background, licensing, and certification varies widely in allied health facility positions. A list of licenses, certifications, and appropriate programs appears in Appendix B.

The fourth section of the survey document addressed preferred skills and abilities.

Table 3

Preferences

Attribute/Skill	Small vs. Large		Private vs. Non-profit	
Dress	83%	81%	88%	70%
Cleanliness	100%	90%	94%	90%
Posture	83%	62%	65%	70%
Vision	33%	72%	83%	30%
Weight	50%	29%	29%	40%
Speaking	100%	81%	82%	90%
Reading	83%	81%	94%	80%
Writing	67%	81%	77%	80%
Get along with others	100%	86%	88%	80%
Telephone	93%	76%	88%	60%
Typing	33%	33%	47%	20%
Shorthand	17%	5%	0%	20%
Dictaphone	50%	10%	18%	30%
Word Processing	0%	5%	0%	10%
Computer Terminal	0%	24%	24%	10%
Remain calm	93%	91%	88%	90%
Physical welfare of patients	93%	81%	82%	80%
Remain alert	100%	67%	77%	70%
Critical decisions	67%	48%	47%	60%
Express ideas	100%	86%	94%	80%
Plan and organize	67%	53%	47%	60%
Knowledge of anatomy	17%	29%	24%	30%

3. Interpretation of Findings

Several conclusions may be drawn from this survey's data.

1. Generally, the term entry level refers to prospective, inexperienced employees entering the job market for the first time.
2. Position titles vary, so persons applying for work should become familiar with varied titles in job areas in which they are interested.
3. Candidates for jobs should anticipate that their references will be contacted.

The following analyses were drawn to test two hypotheses:

1. That organizations not receiving large sums of public money are more able to require certain standards of behavior, dress, and skills peripheral but related to the job;
2. That, stated requirements aside, there are differences in preferences for certain skills between large, non-profit and small, private institutions.

Table 4

Categories	Preferences	
	Small vs. Large	
Appearance	70	66.8
Communications Skills	87.5	82.3
Other Skills	32.2	25.5
Behaviors	76.7	65
Number of Institutions	6	21

This analysis indicates that no significant differences exist between small and large facilities regarding skill and attitude preferences.

Table 5

Categories	Preferences	
	Private vs. Non-profit	
Appearance	71.8	60
Communication Skills	87.5	82.5
Other Skills	29.5	25
Behaviors	65.6	67.1
Number of Institutions	17	10

This analysis indicates that no significant differences exit between profit and non-profit facilities regarding skill and attitude preferences.

The third analysis that follows tested the hypothesis that there are significant differences between published requirements of a job and skills employers prefer candidates to have.

Table 6

Categories	All Institutions		
	Requirement vs. Preference		
Appearance	0	*	67.2
Communication Skills	15.8	*	85
Other Skills	22.2		26
Behaviors	4.3	*	67
Number of Institutions	27		27

* Significant at the .001 level

Table 7 (Specific categories of Table 6)

Attribute/Skill	Requirement	Preference
Dress	0	82
Cleanliness	0	92
Posture	0	66
Vision	0	63
Weight	0	33
Speaking	0	85
Reading	11	89
Writing	11	78
Get along with others	41	88
Telephone	56	78
Typing	59	33
Shorthand	7	7
Dictaphone	4	19
Word Processing	0	4
Computer Terminal	7	15
Remain calm	7	88
Physical welfare of patients	15	82
Remain alert	0	74
Critical decisions	0	55
Express ideas	4	89
Plan and organize	4	55
Knowledge of Anatomy	0	26

Significant differences appear between required and preferred abilities regarding appearance, communication skills, and behaviors. No employer emphasized cleanliness, for example, as a requirement for employment, yet cleanliness is regarded as a primary consideration in health facility hiring. Cleanliness in dress and personal appearance is a factor any candidate must consider prior to interviewing.

Communications skills, speaking, reading, and writing, seldom seem to be required, with 0% to 11% of the employers responding affirmatively. However, when asked if these skills are important for employees seeking jobs in their facilities, employers overwhelmingly indicated they were necessary. In allied health institutions, employees frequently deal directly with the public on the telephone and in person. They read and write memos, reports, forms, labels, safety procedures, manuals, medical records, menus, production sheets, and schematics. They must be able to explain procedures, forms, and services to help clients understand care that is offered.

Forty-one percent of the responders indicated they require ability to work well with other employees. This percentage more than doubles to 88% when responders were asked if they preferred this ability. Punctuality, courtesy, and pleasing manners are essential if candidates not only gain employment but hope to retain it in service-oriented health care facilities.

Appropriate telephone manners are requisite in the institutions surveyed. Any employee's knowledge of the facilities, an open, accepting attitude, flexibility, and patience help clients adapt to procedures so that they may more readily receive care and retain a positive image of the facility. These same abilities are critical among the employees themselves, especially where client service is concerned.

Typing, while required primarily in clerical and medical areas, is an asset for job candidates. Additionally, as more facilities increase telecommunications equipment, employees who are familiar with a keyboard will more easily adapt to word processing and computer terminals.

Behaviors relating primarily to critical thinking are more readily identified as preferences than stated requirements. Because client care is a paramount concern, the employees' abilities to remain calm, care for physical welfare of clients, and express ideas and information clearly are very important. While employees generally work eight-hour shifts, they are expected to remain alert continually. The hierarchy of supervision necessitates that employees who wish not only to be retained but to be considered for advancement need to evidence abilities to make critical decisions and judgments as well as to plan and organize to implement decisions.

Finally, employers frequently listed attributes that were not included in the survey document, attributes that they sought in prospective employees during the application/interview process. The application form itself and any accompanying materials should be neat and clean, and the words should be correctly spelled. Some employers build into their interviews strategies to help them determine a candidate's ability to be non-judgmental, flexible, self-assured, and patient. Several employers look for honest and integrity, especially important to the confidentiality of health service care. Most employers expect some nervousness on the part of candidates, but an honest approach to the interview is likely to convey a positive attitude toward the job and a willingness to work with others.

C. Summary

Thus, while specific job titles and educational requirements vary according to institutions, entry level positions are available in a variety of categories. Individual job descriptions, licensing, and certification are standards prospective employees must study prior to seeking work. However, all candidates must be aware of the impression they convey through their application and interview, particularly regarding their appearance, communications skills, and behaviors in their jobs.

Although reading, writing, and speaking abilities are not always stated job requirements, these communications skills are crucial not only to the interview process but also to job retention. All students, whether they are recent high school graduates or returning adults, need to recognize the importance of these basic skills. Knowing that employers expect employees to evidence communications abilities should motivate students to strengthen these skills through courses in reading, speech, and composition.

Personal abilities may also be developed and reinforced through general curriculum programming as well as counseling and placement services in educational institutions. Reading, responding to reading in speaking and writing, note-taking, and summarizing should be integral skills reinforced in classroom learning strategies. Critical thinking skills may not only be introduced through regular classroom activity but also through separate courses and workshops. Oral communications courses should emphasize inter-personal and small group communications as well as public speaking. Seminars relating to interview preparation should include personal hygiene, telephone manners, dress appropriate to varied facilities, and opportunities to respond to sample interview questions.

Presently, such seminars may introduce these areas, but students need opportunities to reinforce abilities they are discovering.

Candidates for jobs may not be hired if they do not have required technical skills. However, data from this research project indicate that they will not be hired or retained if they do not have personal abilities and behaviors employers prefer.

Dissemination

Copies of this report will be distributed to Burlington County College faculty, staff, and administration, the project Advisory Committee, and participating allied health facilities.

A packet designed to engage student awareness of required and preferred skills and behaviors will be available for distribution, particularly in remedial and developmental classes at the college.

1. Which of the following types of entry level positions are available at this institution and list any specific skills that are important to each.

A. Medical

___1. Orderlies _____

_____

___2. Nurses Aides _____

_____

___3. Licensed Practical Nurse _____

_____

___4. Medical Laboratory Assisting _____

_____

___5. Medical Records Librarian _____

_____

B. Clerical

___1. Secretary _____

_____

___2. Medical Records Clerk _____

_____

___3. Billing Clerk _____

_____

___4. Receptionist _____

_____

___5. Switchboard Operator _____

_____

C. Business

___1. Accounting _____

_____

___2. Bookkeeping _____

_____

D. Physical Plant

___1. Physical Plant Supervisor _____

_____

___2. Physical Plant Maintenance _____

_____

___3. Custodial _____

_____

E. Computer

___1. Keypunching _____

_____

___2. Data Control _____

_____

___3. Programming _____

_____

___4. Computer Operations _____

_____

F. Food Service/Hospitality Mgt.

___1. Dietician _____

_____

___2. Cook _____

_____

___3. Dishwashers _____

_____

___4. Cafeteria/Kitchen employees (General) _____

_____

___5. Laundry and Linen Supervisor _____

_____

2. Are character references usually contacted when considering candidates for employment at entry level positions?

___1. Yes ___2. No

_____

3. Is educational background considered when hiring prospective employees at entry level positions?

___1. Yes ___2. No

_____

4. In general how important are these attributes when hiring prospective employees at:

	(1) Very Important	(2) Important	(3) Sometimes Considered, But Not of Primary Concern When Hiring	(4) Not Important
A. Physical Appearence:				
1. Dress	___	___	___	___
2. Cleanliness	___	___	___	___
3. Posture	___	___	___	___
4. Vision	___	___	___	___
5. Weight	___	___	___	___
B. Communication Skills				
1. Speaking	___	___	___	___
2. Reading	___	___	___	___
3. Writing	___	___	___	___
4. The ability to work well and get along with other employees	___	___	___	___

	(1) Employee Must be very Proficient at this Task	(2) Proficiency at this Task is not of Great Importance	(3) Not Necessary
C. Communication Tasks:			
1. Telephone usage and proper telephone manners	___	___	___
2. The ability to type	___	___	___
3. The ability to transcribe shorthand	___	___	___
4. Use of dictaphone	___	___	___
5. Use of Word Processing equipment	___	___	___
6. Use of Computer Terminal	___	___	___

	(1) Very Important	(2) Important	(3) Somtimes Considered, But Not of Primary Concern When Hiring	(4) Not Important
D. Personal Qualities				
1. Remaining calm in emergency situations	___	___	___	___
2. Care for physical welfare of patients	___	___	___	___
3. Remain alert for long periods of time	___	___	___	___
4. Make critical decisions and judgements	___	___	___	___
5. Express ideas and information clearly	___	___	___	___
6. Plan, organize and direct the work of others	___	___	___	___
7. Knowledge of the human anatomy	___	___	___	___

Qualification Page N.J. Law

Title: Registered Nurse - Assist individuals with activities and patterns of behavior that promote recovery from illness.

Age: At or over 18th birthday

Citizenship: Not stated

Education: 4 year high school diploma or equivalent

Training: Course of professional study in accredited school

Experience: Not stated

Examination: Written

Contents: Determined by N.J. Board of Nursing Licensed in N.J.

Character: Good character, no drug use - no conviction drug charge

School Information:

1. College of Nursing - Rutgers, NJ (Bachelor's)
2. Ocean County College, NJ (Associate)
3. Trenton State College, NJ (Bachelor's)
4. Camden County College, NJ (Associate)
5. Atlantic Community College, NJ (Associate)

Qualification Page N.J. Law

Title: Physical Therapist - plan and administer physical treatment for patients referred by a physician in order to restore bodily function, relieve pain, and prevent disability.

Age: Not stated

Citizenship: Not stated

Education: 60 college credits (or) diploma from nursing school plus accredited course in physical therapy

Training: Same as education

Experience: Not stated

Examination: Written

Contents: As prescribed by State Board of Medical Examiners
Licensed in N.J.

Character: Good moral character

School Information:

1. College of Allied Health Professions, Temple University, Philadelphia, PA
2. University of Pennsylvania, Philadelphia, PA
3. Kean College of NJ

Qualification Page N.J. Law

Title: Physical Therapist Assistant - administers physical therapy to patients under the direction of qualified physical therapists

Age: Not stated

Citizenship: Not stated

Education: 2 yr. program in accredited college with approved program

Training: Same as education

Experience: Not stated

Examination: Written

Contents: As prescribed by State Board of Medical Examiners Licensed in N.J.

Character: Good moral character

School Information:

1. Atlantic Community College, NJ (Associate)
2. Lehigh County Community College, PA (Associate)

Qualification Page N.J. Law

Title: Licensed Practical Nurse

Age: At or over 18th birthday

Citizenship: Not Stated

Education: 2 yrs. high school or equivalent

Training: Course of study in approved school

Experience: Not stated

Examination: Written

Contents: Determined by N.J. Board of Nursing
Licensed in N.J.

Character: Good character - no drug use - no conviction drug charge

Licensed practical nurses (LPN's) work under the direction of a licensed physician or registered nurse. Provide bedside nursing care.

School Information:

1. Burlington County Vocational Technical School, Mt. Holly, NJ (1 yr.)
2. Lehigh Valley Community College, PA (Certificate Program)
3. Delaware Technical and Community College - Terry Campus, Delaware (Certificate Program)

Qualification Page N.J. Law

Title:	X-ray Technician - following the instruction of a physician, the x-ray films of all parts of the human body for use in diagnosis of human medical problems
Age:	At least 18 years of age
Citizenship:	Not stated
Education:	Completed 4 yr. secondary school or equivalent
Training:	24 months in approved x-ray technology school
Experience:	Not stated
Examination:	Written (mandatory) practical and oral at discretion of board
Contents:	As prescribed by x-ray technician board of examiners of N.J.
Character:	Good moral character

School Information:

1. Burlington County College offers an A.A.S. in radiologic technology to students who have graduated from the Burlington County Memorial Hospital radiologic program or other accredited hospital radiologic programs and who have passed the national accredited and/or state registry exam.
2. Mercer County Community College, NJ
3. Fairleigh-Dickinson University, NJ

Professional Boards and Commissions, N.J.

New Jersey State Board of Certified Public Accountants

New Jersey State Board of Architects

State Board of Barber Examiners

Board of Beauty Culture Control

Board of Examiners of Electrical Contractors

New Jersey State Board of Dentistry

State Board of Mortuary Science of New Jersey

State Board of Professional Engineers and Land Surveyors

State Board of Marriage Counselor Examiners

State Board of Medical Examiners

New Jersey Board of Nursing

New Jersey State Board of Optometrists

State Board of Examiners of Ophthalmic Dispensers and Ophthalmic Technicians

Board of Pharmacy

State Board of Professional Planners

State Board of Psychological Examiners

State Board of Examiners of Master Plumbers

New Jersey Real Estate Commission

State Board of Shorthand Reporting

State Board of Veterinary Medical Examiners

X-ray Technician Board of Examiners

Qualification Page-General Requirements

Title: Respiratory Therapy Technician - works under the supervision of both the therapist and physician. Duties are essentially the same.

Age: Not stated

Citizenship: Not stated

Education: Not stated

Training: 1 yr. at hospital or community college (AMA accredited)

Experience: Not stated

Examination: Same as for Respiratory Therapist

Contents: Not stated

Character: Not stated

School Information:

1. Manhattan Community College, NJ (Associate)
2. S.U.N.Y. Upstate Medical Center, NY (Associate)

Qualification Page-General Requirements

Title: Respiratory Therapist - works under a physician's supervision - perform procedures necessary in maintaining life in patients with breathing difficulties.

Age: Not stated

Citizenship: Not stated

Education: Not stated

Training: Usually 2 yr. program at community college (AMA accredited)

Experience: Not stated

Examination: Only a few states require a license for employment in respiratory therapy. Voluntary national certification is available by examination through the National Board for Respiratory Therapy.

Content: Not stated

Character: Not stated

(x) License required in a few states (Not NJ)

School Information:

Contact: School of Respiratory Therapy
Burlington County Memorial Hospital
Mount Holly, NJ

1. Burlington County College in Conjunction with Burlington County Memorial Hospital (Certificate program)
2. Atlantic Community College, NJ (Associate)
3. Bergen Community College, NJ (Associate)
4. Gloucester County College, NJ (Certificate)
5. Passaic County Community College, NJ (Certificate)

Qualification Page-General Requirements

Title: Occupational Therapy Assistant - works under the direction of professional O.T. in carrying out rehabilitation programs.

Age: Not stated

Citizenship: Not stated

Education: High school graduation

Training: 2 yr. community college program

Experience: 2 months practical experience included

Examination: Not stated. Eligible for certification if certain education and experience requirements are met. At present there are no licensure requirements.

Contents: Not stated

Character: Not stated

School Information:

1. Atlantic Community College, NJ (Associate)
2. Lehigh County Community College, PA (Associate)

Qualification Page-General Requirements

Title: Occupational Therapist - provides vocational, educational, and recreational service to all types of individuals whose lives have been impaired by physical, psychological or developmental problems

Age: Not stated

Citizenship: Not stated

Education: Not stated

Training: 4 years of college accredited by AMA
plus

Experience: 6-9 months clinical training

Examination: Certification through a national registration examination conducted by the American Occupational Therapy Association.

Content: Not stated

Character: Not stated

School Information:

1. Kean College of New Jersey (Bachelor's Degree)
2. Temple University, PA (Bachelor's Degree)
3. Wesley College, DE (Associate)

Qualification Page-General Requirements

Title: Radiation Therapy Technologist - assists physicians (radiologists) by treating patients with prescribed doses of controlled radiation.

Age: Not stated

Citizenship: Not stated

Education: High School

Training: 24 month program accredited by AMA (hospital or college)

Experience: Not stated

Examination: Some states require certification, and the American Registry of Radiologic Technologists offers a national examination.

Contents: Not stated

Character: Not stated

School Information:

1. Gwynedd-Mercy, PA (Associate Degree)
2. S.U.N.Y. Upstate Medical Center, NY (Associate Degree)

Qualification Page-General Requirements

Title: Perfusionist (Extra Corporeal Technologist) - operates the heart/lung machine needed for heart/lung bypass surgery.

Age: Not stated

Citizenship: Not stated

Education: High School plus (usually) 1 or 2 yrs. college

Training: 1 or 2 yrs. training program

Experience: Clinical experience under supervision

Examination: At present no licensure is required. Certification, administered by the American Board of Cardiovascular Perfusion, may be obtained through a rigorous examination process and is the recognized professional credential in this field.

Content: Not stated

Character: Not stated

Programs are extremely limited and highly competitive

School Information:

Contact: American Society for Extra-Corporeal Technology

1. S.U.N.Y. Upstate Medical Center, NY (Associate Degree)

Qualification Page-General Requirements

Title: Nuclear Medicine Technologist - working under supervision of a physician, participates in or direct activities involving radioactive drugs used for diagnosis and treatment.

Age: Not stated

Citizenship: Not stated

Education: High School

Training: 1. 1 yr. certificate program 2. 2 yr. associate program
3. 4 yr. bachelor program

Experience: 1 yr. program is for people with medical experience

Examination: Not stated

Contents: Not stated

Character: Not stated

School Information:

1. Gwynedd-Mercy, PA (Associate)
2. Harrisburg Area Community College, PA (Associate)
3. Cedar Crest College, PA (Bachelor Degree)
4. Millersville State College, PA (Bachelor Degree)

Qualification Page-General Requirements

Title: Electroencephalographic Technologist - uses equipment to measure and record the brain's electrical activity.

Age: Not stated

Citizenship: Not stated

Education: High School graduation or equivalent

Training: 1 and 2 year programs accredited by AMA

Experience: Not stated

Examination: Not stated

Contents: Not stated

Character: Not stated

School Information:

1. College of the Mainland, TX (Associate Degree)

Qualification Page-General Requirements

Title: Diagnostic Medical Sonographer - uses complex equipment to direct high frequency sound waves into the patient's body to obtain information.

Age: Not stated

Citizenship: Not stated

Education: High school graduation - sometimes 2 years of college

Training: 1-2 years at hospital or college

Experience: Not stated

Examination: No accredited programs yet. The American Registry of Diagnostic Medical Sonographers Certifies by exam. Accrediting procedure is being developed by AMA (American Medical Association)

Contents: Not stated

Character: Not stated

School Information:

1. Orange Coast College, CA (Associate Degree and Certificate)

Qualification Page-General Requirements

Title: Cardiopulmonary Technician - performs (under a physician's direction) a wide range of diagnostic tests of the pulmonary (lung) and cardiovascular (heart and circulation) system.

Age: Not stated

Citizenship: Not stated

Education: High school education

Training: 1. On the job training 2. Post college in medical centers
3. Associate degree program 4. Bachelor degree program

Experience: Not stated

Examination: At the present time, there is no licensure required. The National Society for Cardiopulmonary Technology certifies, by examination, persons working in this field.

Contents: Not stated

Character: Not stated

School Information:

1. Santa Fe Community College, FL (Associate Degree and Certificate)
2. Maryville College, St. Louis, MO (Certificate)

Qualification Page-General Requirements

Title: Social Worker - helps patients cope with problems. (Clerical, medical or psychiatric)

Age: Not stated

Citizenship: Not stated

Education: High school graduation plus bachelor's degree

Training: Usually graduate school through Ph.D. Level

Experience: Not stated

Examination: Requirements per appropriate state. The National Association of Social Workers certifies social workers who have a Master's degree, 2 yrs. of postgraduate experience and qualify on a written exam.

Contents: Not stated

Character: Not stated

(x) Licensed in some states (not NJ)

School Information:

1. Burlington County College provides a certificate and A.S. program in Social Welfare and Community Services
2. Camden College of Arts and Sciences, Rutgers University
3. Seton Hall University, NJ
4. Stockton State College, NJ
5. Fairleigh Dickinson University
   Teaneck Hackensack Campus, NJ

(1) MSW or Ph.D (2) Bachelor degree (3) MSW or Ph.D.

Qualification Page-General Requirements

Title: Mental Health Technician - provide care and treatment to mentally ill in a wide range of mental health programs.

Age: Not stated

Citizenship: Not stated

Education: High school graduation

Training: 1 or 2 years at community college or 4 year mental Health Technology Program

Experience: Not stated

Examination: Not stated. At present there is no national certification program.

Contents: Not stated

Character: Not stated

(x) Licensed in some states (not NJ)

School Information:

Hahnemann Medical College
Philadelphia, PA

Contact: National Association of Human Service Technologies
1127 Eleventh St.
Sacremento, CA 95814

Qualification Page-General Requirements

Title: Nurses Aide - assists in the care of patients under the direction of nursing and medical staff.

Age: Over 17 yrs. of age

Citizenship: Not stated

Education: Completed 8 yrs. of education

Training: On the job training

Experience: Not stated

Examination: Physical

Contents: Not stated

Character: Not stated

School Information:

See above (training)

Qualification Page-General Requirements

Title: Operating Room Technician - works under the direction of O.R. supervisor as part of surgical team or prepares rooms, equipment and assist as needed.

Age: Not stated

Citizenship: Not stated

Education: High school graduation or equivalent

Training: 2 year accredited college with clinical affiliation.

Experience: Not stated

Examination: National exam for certification required by most hospitals

Contents: per AMA standards

Character: Not stated

School Information:

1. Nassau Community College
   Garden City, NY 11530

For further Information Contact:

2. The Association of Operating Room Technicians
   1100 West Littleton Boulevard Suite 201
   Littleton, CO 80120

Qualification Page-General Requirements

Title: Medical Assistant - usually employed in physicians' office to perform a variety of both routine clinical and clerical duties.

Age: Not stated

Citizenship: Not stated

Education: High school diploma or equivalent

Training: 2 year county college program (accredited)

Experience: Not stated

Examination: There are no licensing requirements. However professional certification may be required by physician for employment.

Contents: per AAMA (American Association of Medical Assistants) requirements (Certification exam)

Character: Good health, no tuberculosis

School Information:

1. Burlington County College, NJ
2. Bergen Community College, NJ
3. Institute for the Advancement of Medical Sciences
   Chapel Ave.
   Cherry Hill, NJ 08002

AAMA = American Association of Medical Assistants
AMT = American Medical Technologists

Qualification Page-General Requirements

Title:	Medical Transcriptionist - uses a typewriter to transcribe technical dictation which is reproduced on a tape, or at times is in written form.
Age:	Not stated
Citizenship:	Not stated
Education:	High school graduate
Training:	Average typing skill, medical terminology
Experience:	Not stated or on the job training
Examination:	None except as required by employer
Contents:	Not stated
Character:	Not stated

School Information:

1. Medical Secretarial Program
   Burlington County College
   Pemberton, NJ

2. Lehigh County Community College
   Pennsylvania, PA
   (Medical Transcriber Program - Certificate)

Qualification Page-General Requirement

Title:	Certified Laboratory Assistant - performs a variety of routine tests and procedures under the direct supervision of a medical technologist or physician.
Age:	Not stated
Citizenship:	Not stated
Education:	High school graduation
Training:	12 month course in accredited school (AMA)
Experience:	Not stated
Examination:	Written (Certification)
Contents:	As prescribed
Character:	Not stated

School Information:

1. Burlington County College, NJ
2. Camden County College, NJ
3. Medical Technology Program University of Delaware, Wilmington, DE

Qualification Page-General Requirements

Title: Medical Record Technician - provides essential services in the medical records department of a health-care institution or agency.

Age: Not stated

Citizenship: Not stated

Education: High School graduate

Training: 2 yr. Associate college or 1 yr. Hospital Certificate program

Experience: None

Examination: None. There are no licensing or certification requirements for this work.

Contents: Not stated

Character: Not stated

School Information:

1. City University of New York, Borough of Manhattan Community College, New York, NY
2. Union County Technical Institute
   1776 Raritan Road
   Scotch Pine, NJ 07076
3. Community College of Philadelphia, Philadelphia, PA

Qualification Page-General Requirements

Title: Dietician - provide nutritional care to individuals and groups and apply the principles of management to food service systems.

Age: Not stated

Citizenship: Not stated

Education: Bachelor's degree

Training: Graduate internship accredited by American Dietetic Association

Experience: Not stated

Examination: The designation R.D. (registered dietician) may be obtained through examination and/or meeting certain academic and experience requirements.

Contents: Not stated

Character: Not stated

School Information:

1. Burlington County College provides an A.A.S. in Food Service and Hospitality Management
2. College of Home Economics, Drexel University, Philadelpia, PA
3. College of Home Economics, University of Delaware, Newark, DE

Qualification Page-General Requirements

Title: Dietetic Technician - specializes in food administration and/or nutrition - care services.

Age: Not stated

Citizenship: Not stated

Education: High School

Training: Associate degree program in accredited community college

Experience: Not stated

Examination: Not stated

Contents: Not stated

Character: Not stated

School Information:

1. Burlington County College provides an A.A.S. in Food Service, and Hospitality Management
2. Community College of Philadelphia, Philadelphia, PA
3. Harrisburg Area Community College, Harrisburg, PA
4. Camden County College, Blackwood, NJ

Qualification Page-General Requirements

Title: Dietetic Assistant - works under the direction of a dietician or dietetic technician and is responsible for supervising food and nutrition services in various types of facilities.

Age: Not stated

Citizenship: Not stated

Education: High school diploma

Training: 1 year approved program in tech school or college

Experience: Field experience included in 1 year above

Examination: Not stated

Contents: Not stated

Character: Not stated

School Information:

1. Contact American Dietetic Association
   420 North Michigan Avenue
   Chicago, Ill. 60611

Qualification Page-General Requirements

Title: Medical Technologist - highly skilled generalist laboratory scientist.

Age: Not stated

Citizenship: Not stated

Education: 3 years of college plus

Training: 1 year in school of medical technology

Experience: Not stated

Examination: Written (Certification)

Contents: per National Certifying Agency for Medical Laboratory Personnel

Character: Not stated

School Information:

1. University of Delaware, Wilmington, DE

Qualification Page-General Requirements

Title:	Medical Laboratory Technician - mid-level laboratory workers who function under the supervision of a medical technologist or lab supervisor.
Age:	Not stated
Citizenship:	Not stated
Education:	High School graduation plus
Training:	Associate degree in approved college (AMA)
Experience:	Approved laboratory
Examination:	Not licensed in N.J. Are licensed in Pennsylvania; may receive certification through written examination from several different agencies, e.g. the National Certifying Agency for Medical Laboratory Personnel
Contents:	Not stated
Character:	Not stated

School Information:

1. Burlington County College, Pemberton, NJ
2. Rutgers University, Camden, NJ
3. Hahnemann Medical College and Hospital, Philadelphia, PA
4. Temple University, Philadelphia, PA
5. Thomas Jefferson University, Philadelphia, PA
6. University of Pennsylvania, Philadelphia, PA

Qualification Page-General Requirements

Title: Cytotechnologist - detects cell changes caused by different disease processes.

Age: Not stated

Citizenship: Not stated

Education: High School plus two years college

Training: 12 month course in accredited school (AMA)

Experience: Not stated

Examination: Written (Certification)

Contents: Not stated

Character: Not stated

(x) Licensed in some states (not N.J.)

School Information:

1. Hahnemann Medical College, Philadelphia, PA
2. College of Allied Health Sciences Thomas Jefferson University Philadelphia, PA
3. Hospital of the University of Pennsylvania, Philadelphia, PA

Qualification Page-General Requirements

Title: Histologic Technician - prepares sections of body tissue for miscroscopic examination by a pathologist

Age: Not stated

Citizenship: Not stated

Education: High School graduation

Training: 1 year course accredited school (AMA) American Medical Association

Experience: Not stated

Examination: May receive certification from several different agencies eg. the National Certifying Agency for Medical Laboratory Personnel

Contents: Not stated

Character: Not stated

School Information:

1. Hospital of the University of Pennsylvania, Philadelphia, PA
2. Strong Memorial Hospital University of Rochester, Rochester, NY

Qualification Page-General Requirements

Title: Medical Record Administrator - is responsible for seeing that complete medical records are developed and that the confidentiality of these records is safeguarded.

Age: Not stated

Citizenship: Not stated

Education: 4 year college course for bachelor degree in medical record administration

(or)

Training: Any bachelor degree plus 1 yr. certificate program

Experience: Supervised practice in above

Examination: The registration of medical records practitioners is voluntary and is achieved through an examination administered by the American Medical Record Association

Contents: Not stated

Character: Not stated

School Information:

1. U.S. Public Health Service Hospital
   Wyman Park Drive
   Baltimore, MD 21211

2. School of Health Sciences
   695 Park Avenue
   New York, NY

3. College of Health Related Professions
   State University of New York
   Brooklyn, NY

4. Medical Records Science
   Temple University
   Philadelphia, PA

Additional Information

Bookkeeper: Analyze and record financial transactions

Requirements: High school graduate who has taken business arithmetic, bookkeeping, and principles of accounting meets the requirements for most bookkeeping jobs.

Bookkeeping is taught in high schools, in community and junior colleges and in business schools and colleges.

In a few states, bookkeeping workers must be licensed to work on tax returns.

School Information:

1. Central Virginia Community College, VA (Certificate Program)

Accountants: Prepare and analyze financial reports

Requirements: Training is available at colleges and universities, accounting and business schools, and correspondence schools. Most business firms require applicants for accountant positions to have at least a bachelor's degree. Many prefer a master's degree in accounting.

School Information:

1. Burlington County College offers a Certificate in Accounting Technology
2. University College-Camden-Rutgers University (Bachelor's Degree)
3. Seton Hall University, NJ (Bachelor's and Master's Degree)

Computer Programmer: Programmers usually work from problem descriptons prepared by systems analysts. They use special languages developed for computers.

Requirements: There are no universal training requirements for programmers because employers' needs vary. Computer programming is taught at public and private vocational schools, community and junior colleges and universities.

School Information:

1. Burlington County College offers an A.S. in Computer Science and an A.A.S. in Data Processing Technology.
2. Bucks County Community College, PA (Certificate in Computer Programming)
3. University College-New Brunswick Rutgers University, NJ (Bachelor's Degree in Computer Science)

Homemaker: Home Health Aides are paraprofessionals who provide personal and homemaking services to ill, elderly or disabled persons.

Requirements: There are no formal educational requirements for this work except that the individual must be able to read and write. The employing agency usually provides a preservice training program lasting a minimum of from 4 to 120 hours on more.

There are no licensure, certification & continuing education requirements for this job. As a paraprofessional, this worker functions only under professional supervision.

Career Information:

National Council for Homemaker - Home Health Aide Service, Inc.
67 Irving Place
New York, NY 10003

Health Services Administrator:

In a small health organization the Adminstrator Coordinates and administers all of its various functions and activities while in a large institution the administrator directs a staff in the operation of individual departments.

Educational Requirements: Vary according to the size of the organization. Degree in Health Adminstration.

School Information:

Health Planning and Adminstration Program
The Pennsylvania State University
University Park, PA 16802

Executive Housekeeper: Responsible for all environmental services including cleaning, bacteriologic testing, and interior decorating. In some facilities also responsible for laundry and security.

School Information:

Institutional Housekeeping Management Program
Genessee Community College
Batavia, NY 14020